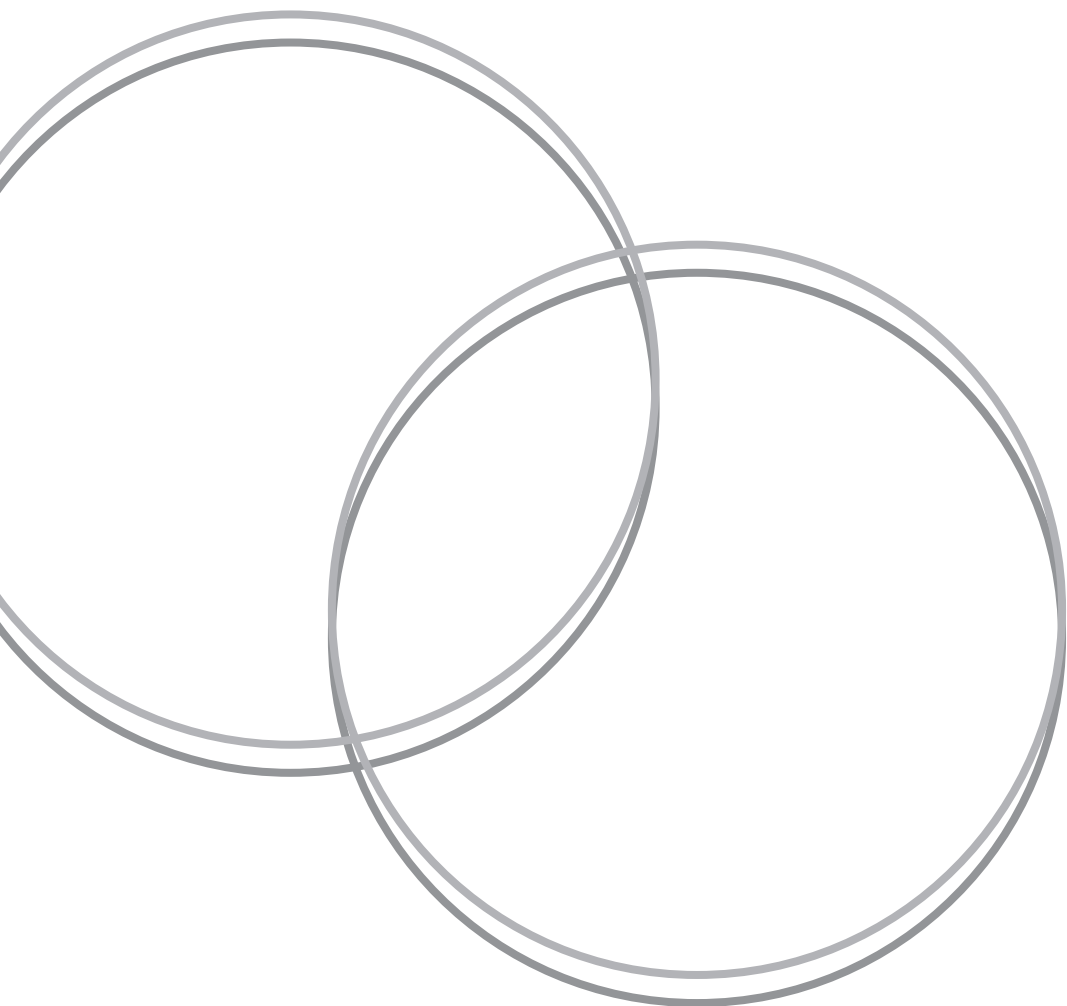




Oxford University Hospitals  
NHS Foundation Trust

# Ambulatory Outreach Team (AOT)

Information for patients and carers



## Patient information

**PATIENT STICKER**

**Start date:**

**Expected end date:**

**Purpose of visit:**

**The AOT service providing your care is:**

**Contact them on:**

# What is the Ambulatory Outreach Team (AOT)?

## **AOT comprises the following services.**

- Hospital at Home Central  
(previously Acute Hospital at Home (AHaH))
- Hospital at Home Horton
- Complex Outpatient Parenteral Antimicrobial Therapy (COPAT)
- Covid care at Home (CC@H)

All these services provide care or treatment in patients' homes that previously would have required a hospital admission.

AOT aims to improve your experience of healthcare by delivering hospital tests and treatments in the comfort of your home.

The clinical team looking after you in hospital will talk to you about receiving further treatment at home, if appropriate. They will explain which treatments are needed, and how we will check to see if you are recovering from your illness.

You may be sent home with medication, equipment or dressings needed for your treatment. AOT clinicians will sometimes bring equipment with them on their visits.

If you have been referred by your GP, then we will come to your home to assess you and decide on a treatment plan. This could be a nurse, paramedic, or Doctor. We work as a team and on some occasions more than one member of the team may visit you depending on your care needs or treatment plan.

# What to expect

## First visit

A nurse or paramedic from the AOT team will visit you at home to carry out an initial assessment and the treatment and care required.

They may also do some tests, such as checking your blood pressure and taking blood samples.

They will tell you any plans they have made and when they will visit again and answer any questions you have.

## Subsequent visits

Some visits may be longer than others, depending on what tests or treatments are needed.

We aim to send clinicians that you have met before for each visit, however, this is not always possible, so you may meet several members of our team.

Our clinicians will always have the correct information about your care needs.

We will update you on any treatment plans or additional referrals we might need to make. If an inpatient hospital visit is needed, then we will arrange this.

## **What to do if you feel more unwell**

We will listen to your concern and decide the most appropriate course of action.

We may send a member of the AOT team to assess you at home or if we feel you need to be seen in hospital we will ask you to come to the Ambulatory Assessment Unit (AAU) at the John Radcliffe Hospital or at the Rowan Ambulatory Unit (RAU) at the Horton.

**If it is an emergency, and you need immediate medical attention, please call 999.**

When paramedics arrive, tell them you are under the care of The Ambulatory Outreach Team (Central or Horton) and give them this leaflet so they can contact us.

## Contact Information

Telephone: **01865 227 799**

Please select **AOT Central Oxford** or **AOT Horton Banbury**.

08.00am – 08.30pm

Otherwise please contact the teams directly on the following numbers:

### **AOT Central Oxford**

Ambulatory Assessment Unit (AAU)  
Level 4, The John Radcliffe Hospital,  
Headley Way,  
Headington,  
Oxford, OX3 9DU

Mobile: **07887 631 924**

### **AOT Horton Banbury**

Rowan ward,  
Oxford Road,  
Banbury, OX16 9AL

Mobile: **07552 250 227**

Open seven days a week 365 days of the year.

Our working hours are 8.00am - 8.30pm.

Our office is closed 8.30pm - 8.00am.

Please leave a message and we will respond on our return.

**If you are concerned, or if you feel you cannot wait, please call 111.**

**If it is an emergency, please call 999.**



## Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

Author: Linsey Davies  
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Oxford University Hospitals NHS Foundation Trust  
[www.ouh.nhs.uk/information](http://www.ouh.nhs.uk/information)



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